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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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EXAMINER

HAYES, JOHN W

ART UNIT	PAPER NUMBER
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3621

DATE MAILED: 04/29/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/839,241

Applicant(s)

KRAUSE ET AL.

Examiner

John W Hayes

Art Unit

3621

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 25 February 2005.
2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-184 is/are pending in the application.
4a) Of the above claim(s) 1-3, 21-54, 81-114, 123-125 and 143-176 is/are withdrawn from consideration.
5) ☐ Claim(s) _____ is/are allowed.
6) ☒ Claim(s) 4-20, 55-80, 115-122, 126-142 and 177-184 is/are rejected.
7) ☐ Claim(s) _____ is/are objected to.
8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
10) ☒ The drawing(s) filed on 23 April 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date 7/04.
4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

Election/Restrictions

1. Applicant's election without traverse of Group II, claims 4-20, 55-80, 115-122, 126-142 and 177-184 in the response filed 25 February 2005 is acknowledged.
2. Claims 1-3, 21-54, 81-114, 123-125 and 143-176 are withdrawn from further consideration pursuant to 37 CFR 1.142(b) as being drawn to a nonelected invention, there being no allowable generic or linking claim. Election was made **without** traverse in the response filed 25 February 2005.
3. Applicant is reminded that upon the cancellation of claims to a non-elected invention, the inventorship must be amended in compliance with 37 CFR 1.48(b) if one or more of the currently named inventors is no longer an inventor of at least one claim remaining in the application. Any amendment of inventorship must be accompanied by a petition under 37 CFR 1.48(b) and by the fee required under 37 CFR 1.17(i).

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.
5. Claims 4-6, 8-13, 55-56, 58, 60-66, 68-73, 115-116, 118, 120-122, 126, 128, 130-135, 177, 180 and 182-184 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goodman, U.S. Patent No. 5,146,403 in view of Lockhart et al, U.S. Patent Application Publication No. US 2002/0103697 A1.

As per Claims 4, 6, 8-9, 13, 63-64, 66, 68-69, 73, 126, 128, 130-131 and 135, Goodman discloses a method for providing an electronic change of address service including a plurality of sub-services from an old address of a customer to a new address of the customer, comprising:

Art Unit: 3621

- providing a user interface at a change of address server for the customer to enter change of address information (Figure 1; 2C; Col. 2, lines 35-48; Col. 6, lines 30-42; Col. 7, lines 35-43; Col. 10, lines 14-21; Col. 10, lines 40-45; Col. 11, lines 30-37);

- receiving the change of address information at the change of address server via a network (Col. 2, lines 40-48; Col. 3, lines 35-45; Col. 4 line 65-Col. 5 line 5; Col. 6, lines 45-65; Col. 9, lines 57-66; Col. 10, lines 5-10);

- electronically transferring the change of address information to a service center (Col. 2, lines 40-48; Col. 3, lines 35-45; Col. 4, lines 30-35; Col. 4 line 65-Col. 5, line 5; Col. 6, lines 45-65);

- forwarding the change of address information electronically from the service center to at least one of the sub-services within the change of address service (Col. 2, lines 40-48; Col. 3, lines 35-45; Col. 4, lines 1-14; Col. 4, lines 30-35; Col. 4 line 65-Col. 5 line 5; Col. 6, lines 45-65; Col. 10, lines 14-21); and

- processing the change of address information received from the service center electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer (Col. 2, lines 40-48; Col. 3, lines 40-45; Col. 6, lines 45-65; Col. 10, lines 14-21).

Goodman, however, fails to explicitly disclose validating an identity of the customer at the change of address server. Lockhart et al disclose a method for generating and distributing mail items and further teach a secure address change feature wherein an address change form is supplied to the user online, the user fills out the form and a validation procedure is conducted to verify the customer as well as the address information based on a series of information previously provided by the user such as credit card information and address data (0090-0091). Lockhart et al further disclose a login/signup procedure followed by the user in order to authenticate the user when entering the mail service computer (0082-0084). Accordingly, it would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goodman and incorporate procedures for validating the identity of the person submitting the address change request. Lockhart et al provide motivation by indicating that the conventional means by which a user would notify the postal service of an address change is both insecure and time-consuming (0090). Thus, the method of validating the identity of the requester

Art Unit: 3621

disclosed by Lockhart et al would provide additional measures of security and greater assurances to prevent an unauthorized person to enter an address change.

As per **Claims 5 and 127**, Goodman further discloses wherein forwarding the change of address information includes:

- formatting the change of address information to be uploaded to a forwarding service unit (Col. 14, lines 20-26; Col. 20 line 67-Col. 21 line 10; Col. 21, lines 50-60);
- uploading the change of address information to the forwarding service unit (Col. 2, lines 40-48; Col. 3, lines 35-45; Col. 4, lines 30-35; Col. 4 line 65-Col. 5, line 5; Col. 6, lines 45-65).

As per **Claims 10-12, 70-72 and 132-134**, Goodman and Lockhart et al fail to disclose wherein the verification information is a digital certificate, government ID or a university ID. Examiner takes Official Notice, however, that these are well known and established means for identifying an individual and it would have been obvious to one of ordinary skill in the art at the time of applicant's invention to use any one of these methods as well as others for verifying the identity of the user for well known reasons.

As per **Claims 55, 115 and 177**, Goodman discloses a method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:

- providing a user interface at a change of address server for the customer to enter change of address information (Figure 1; 2C; Col. 2, lines 35-48; Col. 6, lines 30-42; Col. 7, lines 35-43; Col. 10, lines 14-21; Col. 10, lines 40-45; Col. 11, lines 30-37);
- processing the change of address information received from the service center electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer (Col. 2, lines 40-48; Col. 3, lines 40-45; Col. 6, lines 45-65; Col. 10, lines 14-21);
- providing an additional service to the customer to assist the customer in changing from the old address to the new address (Col. 2, lines 40-50; Col. 3, lines 5-16; Col. 4 line 65-Col. 5 line 5; Col. 9, lines 30-38; Col. 9 line 65-Col. 10 line 20; Col. 24, lines 14-20).

Art Unit: 3621

Goodman, however, fails to explicitly disclose validating an identity of the customer at the change of address server. Lockhart et al disclose a method for generating and distributing mail items and further teach a secure address change feature wherein an address change form is supplied to the user online, the user fills out the form and a validation procedure is conducted to verify the customer as well as the address information based on a series of information previously provided by the user such as credit card information and address data (0090-0091). Lockhart et al further disclose a login/signup procedure followed by the user in order to authenticate the user when entering the mail service computer (0082-0084). Accordingly, it would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goodman and incorporate procedures for validating the identity of the person submitting the address change request. Lockhart et al provide motivation by indicating that the conventional means by which a user would notify the postal service of an address change is both insecure and time-consuming (0090). Thus, the method of validating the identity of the requester disclosed by Lockhart et al would provide additional measures of security and greater assurances to prevent an unauthorized person to enter an address change.

As per **Claims 56, 116 and 178**, Goodman further discloses wherein the additional service is a notification service for notifying a company or individual that the customer changed from the old address to the new address comprising:

- providing a list of companies in a user interface (Col. 3, lines 40-64; Col. 4, lines 1-10; Col. 9 line 67-Col. 10 line 5; Col. 10, lines 35-40 and 50-55);
- receiving a customer selection of a company to notify (Col. 3, lines 5-16 and 40-64; Col. 9 line 67-Col. 10 line 5; Col. 10, lines 35-40 and 50-55; Col. 11, lines 30-38; Col. 13, lines 60-67); and
- notifying the selected company of the customer's change of address (Col. 2, lines 40-48; Col. 4, lines 64-68; Col. 6, lines 33-43; Col. 10, lines 10-21).

Art Unit: 3621

As per **Claims 58, 118 and 180**, Goodman further discloses wherein the additional service is a notification service to the customer for notifying a company or individual that the customer changed from the old address to the new address comprising:

- receiving a mailing address or downloading a mailing address list from the customer for a designated individual or company (Col. 4, lines 50-55; Col. 4 line 65-Col. 5 line 5; Col. 9 line 65-Col. 10 line 5; Col. 10, lines 35-40 and 50-55; Col. 11, lines 30-38); and
- mailing a mail piece to the designated individual or company describing the customer's change of address (Col. 4, lines 50-55; Col. 4 line 65-Col. 5 line 5; Col. 9 line 65-Col. 10 line 5; Col. 10, lines 35-40 and 50-55; Col. 11, lines 30-38).

As per **Claims 60-61, 120-121 and 182-183**, Goodman fails to disclose, however, Lockhart et al disclose wherein the additional service includes a service for reestablishing contact with a second customer who has changed an address from a second old address to a second new address comprising:

- receiving a request from the customer having the second old address of the second customer to re-establish contact with the second customer (0037);
- determining the second new address for the second customer based on a database storing archived change of address information including the second old address and the second new address (0037); and
- providing the new address of the customer to the second customer at the second new address (0036).

It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goodman and incorporate the ability to re-establish contact with a second customer using an old address of the customer to determine the new address of the customer as taught by Lockhart et al. Lockhart et al provides motivation by indicating that this is useful for users logging on to the system who need to search for the current address of a party based upon an old address that a user might already know (0037).

Art Unit: 3621

As per **Claims 62, 122 and 184**, Goodman fails to disclose, however, Lockhart et al disclose wherein the additional service includes a service for providing electronic advertisements from a business to the customer based on the change of address information (0037). It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goodman and include a service for providing electronic advertisements from business to the customer based on the change of address information as taught by Lockhart et al. Lockhart et al provides motivation by suggesting that this feature would enable businesses to effectively track the location of their customers for direct marketing purposes (0037).

As per **Claim 65**, Goodman fails to disclose, however, Lockhart et al disclose wherein the old address and new address are electronic addresses (0023; 0033). It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goodman and include the ability to change e-mail address information as well as mailing address information as taught by Lockhart et al to enable users to change a plurality of information applicable to their contact information.

6. Claims 7, 14-20, 59, 67, 74-80, 119, 129, 136-142 and 181 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goodman, U.S. Patent No. 5,146,403 in view of Lockhart et al, U.S. Patent Application Publication No. US 2002/0103697 A1 and Tsuei, U.S. Patent No. 6,654,779 B1.

As per **Claims 7, 14, 18-19, 67 and 74, 78-79, 129, 136 and 140-141**, Goodman discloses a method for providing an electronic change of address service including a plurality of sub-services from an old address of a customer to a new address of the customer, comprising:

- providing a user interface at a change of address server for the customer to enter change of address information (Figure 1; 2C; Col. 2, lines 35-48; Col. 6, lines 30-42; Col. 7, lines 35-43; Col. 10, lines 14-21; Col. 10, lines 40-45; Col. 11, lines 30-37);

Art Unit: 3621

- receiving the change of address information at the change of address server via a network (Col. 2, lines 40-48; Col. 3, lines 35-45; Col. 4 line 65-Col. 5 line 5; Col. 6, lines 45-65; Col. 9, lines 57-66; Col. 10, lines 5-10);

- processing the change of address information received from the service center electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer (Col. 2, lines 40-48; Col. 3, lines 40-45; Col. 6, lines 45-65; Col. 10, lines 14-21).

Goodman, however, fails to explicitly disclose validating an identity of the customer at the change of address server. Lockhart et al disclose a method for generating and distributing mail items and further teach a secure address change feature wherein an address change form is supplied to the user online, the user fills out the form and a validation procedure is conducted to verify the customer as well as the address information based on a series of information previously provided by the user such as credit card information and address data (0090-0091). Lockhart et al further disclose a login/signup procedure followed by the user in order to authenticate the user when entering the mail service computer (0082-0084). Accordingly, it would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goodman and incorporate procedures for validating the identity of the person submitting the address change request. Lockhart et al provide motivation by indicating that the conventional means by which a user would notify the postal service of an address change is both insecure and time-consuming (0090). Thus, the method of validating the identity of the requester disclosed by Lockhart et al would provide additional measures of security and greater assurances to prevent an unauthorized person to enter an address change.

Goodman and Lockhart et al also fail to disclose sending the received identification verification information to a third party for validating the identity of the customer. Tsuei disclose a system for changing address information and further teach a security and authentication means for ensuring that address change requests are valid and authentic (Abstract). Tsuei discloses wherein the system receives address change information along with consumer identity information and forwarding the identity information to an authenticating authority for authenticating the identity of the user (Col. 10 line 47-Col. 11 line 33). Accordingly, it would have been obvious to one of ordinary skill in the art at the time of

Art Unit: 3621

applicant's invention to modify the methods of Goodman and Lockhart et al and include using a third party authenticator to authenticate the identity of the user to provide greater assurances of a valid address change request (Col. 11, lines 1-6).

As per **Claims 15-17, 75-77 and 137-139**, Goodman and Lockhart et al fail to disclose wherein the verification information is a digital certificate, social security number, government ID or a university ID. Examiner takes Official Notice, however, that these are well known and established means for identifying an individual and it would have been obvious to one of ordinary skill in the art at the time of applicant's invention to use any one of these methods as well as others for verifying the identity of the user for well known reasons.

As per **Claims 20, 80 and 142**, Goodman, Lockhart et al and Tsuei fail to explicitly disclose determining whether the credit card information matches fraudulent credit card information stored on a database and validating the identity when there is no match. Examiner takes Official Notice, however, that this was a well known procedure at the time of applicant's invention and it would have been obvious to one of ordinary skill in the art at the time of applicant's invention to use this well known procedure to identify fraudulent credit card transactions.

As per **Claims 59, 119 and 181**, Goodman and Lockhart et al fail to disclose the limitations of this claim. Tsuei discloses a system for electronic mail address management and further teach an e-mail forwarding service comprising:

- creating a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old address, and an address at the forwarding service (Figure 3; Col. 6, lines 20-55; Col. 6 line 65-Col. 7 line 17);
- sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service (Col. 6, lines 45-54);

Art Unit: 3621

- receiving the e-mail at the forwarding service from the old service provider (Col. 7, lines 8-17);
and

- re-routing the e-mail to the new e-mail address (Col. 7, lines 14-17).

It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goodman and Lockhart et al by incorporating the e-mail forwarding features as taught by Tsuei. One would have been motivated to incorporate these features to allow for address change and mail forwarding procedures for electronic mail addresses as well as conventional mail addresses providing additional conveniences to the user.

7. Claims 57, 117 and 179 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goodman, U.S. Patent No. 5,146,403 in view of Lockhart et al, U.S. Patent Application Publication No. US 2002/0103697 A1, as applied above, and further in view of Salta, U.S. Patent Application Publication No. US 2001/0037463 A1.

As per **Claims 57, 117 and 179**, Goodman and Lockhart et al fail to disclose a notification service wherein an e-mail address or e-mail address list is received from the customer for a designated individual or company and sending an e-mail message to the designated individual or company describing the customer's change of address. Salta discloses a system and method for notifying parties regarding changes in name, address and/or e-mail information and further discloses receiving an e-mail address from the customer for a designated individual or company and sending an e-mail message to the designated individual or company describing the customer's change of address (0005; 0033-0036). It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to modify the method of Goodman and Lockhart et al and include the ability to notify individuals of a person's address change via e-mail rather than regular mail as taught by Salta. Salta provides motivation by indicating that this feature provides a reliable and flexible notification service to deliver to designated persons or businesses via e-mail or regular mail (0005).

Conclusion

8. **Examiner's Note:** Examiner has cited particular columns and line numbers in the references as applied to the claims below for the convenience of the applicant. Although the specified citations are representative of the teachings in the art and are applied to the specific limitations within the individual claim, other passages and figures may apply as well. It is respectfully requested that the applicant, in preparing the responses, fully consider the references in entirety as potentially teaching all or part of the claimed invention, as well as the context of the passage as taught by the prior art or disclosed by the examiner.

9. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Bruce et al disclose a system for processing a postal change of address form and also discloses a notification service to notify entities of an individuals address change
- Jatkowski discloses a system for updating address records
- Lubenow discloses various post office change of address systems such as NCOA, ACS and FASTforward

Art Unit: 3621

10. Any inquiry concerning this communication or earlier communications from the examiner should be directed to John Hayes whose telephone number is (571)272-6708. The examiner can normally be reached Monday through Friday from 5:30 to 3:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jim Trammell, can be reached on (571)272-6712.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://portal.uspto.gov/external/portal/pair>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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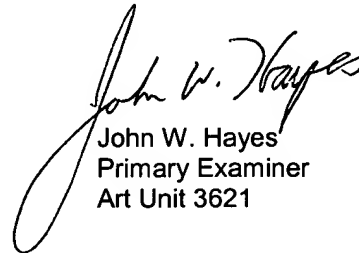
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Hand delivered responses should be brought to the Customer Service Window, Randolph Building, 401 Dulany Street, Alexandria, VA 22314.


John W. Hayes
Primary Examiner
Art Unit 3621

April 27, 2005